
CMIPS Project Office

CMIPS PROJECT COMMUNICATION PLAN

January 8, 2001

Table of Contents

TABLE OF CONTENTS	I
1 INTRODUCTION	1
2 REVISION HISTORY.....	1
3 CMIPS PROJECT COMMUNICATION ROLES AND RESPONSIBILITIES	1
3.1 PROJECT OFFICE COMMUNICATION ROLES	1
3.2 STAKEHOLDER COMMUNICATION ROLES AND RESPONSIBILITIES	4
3.2.1 <i>Sponsor</i>	4
3.2.2 <i>HHSDC Senior Management</i>	5
3.2.3 <i>Primary Customers</i>	5
3.2.4 <i>System Clients</i>	6
3.2.5 <i>Control Agencies</i>	7
3.2.6 <i>Interface Agencies</i>	8
3.2.7 <i>Advisory and Advocate Groups</i>	8
4 CMIPS FORMAL INTERNAL COMMUNICATION	9
5 CMIPS FORMAL EXTERNAL COMMUNICATIONS	9
6 OTHER COMMUNICATION	12
6.1 NEWS AND PRINT MEDIA	12
6.2 PUBLIC INQUIRIES	12
6.3 BIDDERS' LIBRARY.....	12

Attachment A – Project Office and HHSDC Contact List

Attachment B – Sponsor and Control Agencies Contact List

Attachment C –County Representatives and Liaison Contact List

Attachment D –Interface Agency Contact List

Attachment E – County Welfare Directors Contact List

Attachment F – Other Advisory and Advocate Contact List

1 Introduction

The Health and Human Services Agency Data Center (HHSDC) is committed to the goal of comprehensive and timely communication with project staff and stakeholders of the In-Home Supportive Services (IHSS) Case Management Information and Payrolling System (CMIPS) project. The CMIPS Project Communication Plan provides a framework for project information exchange both within and outside the project. There are three objectives for this plan.

1. Identify general communication roles and responsibilities for the CMIPS Project Office and key stakeholders.
2. Identify formal communication requirements to include type of communication, frequency, audience, content, and media. These include routine communications such as status reports or briefings.
3. Identify key points of contact for ad-hoc communications.

The Communication Plan will be reviewed and updated every six months by the CMIPS Project Management. The updated plan will be reviewed and approved by the project sponsor.

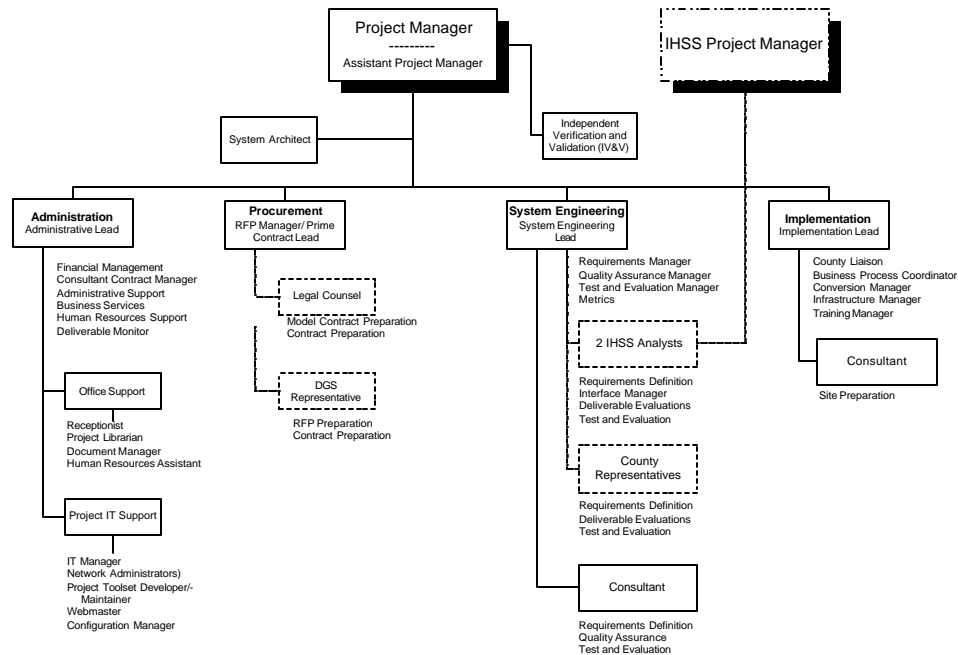
2 Revision History

REVISION	DATE OF RELEASE	PURPOSE
Initial Draft	9/7/00	Initial Review.
Second Draft	10/31/00	Incorporated comments from HHSDC, CDSS, and DGS.

3 CMIPS Project Communication Roles and Responsibilities

3.1 Project Office Communication Roles

The CMIPS Project Office is organized by functions for project management, administration, procurement, system engineering, and implementation as reflected in the following organizational chart.



The team is comprised of staff from HHSDC, CDSS, DGS and consultants. Specific roles and responsibilities are outlined in the Master Project Plan. Attachment A provides a contact list for the Project Office members. The general roles and responsibilities for communication are outlined in Table 1.

Team Function	General Communication Responsibilities
Project Manager/Assistant Project Manager	<ul style="list-style-type: none"> Communicates project status, issues, and risks to the HHSDC senior managers and external stakeholders. At the request or with the agreement of CDSS project management staff, the Project Manager may communicate status, issues, and risks to CDSS senior managers. Communicates with project staff as needed to direct project activities and track project status.
CDSS/IHSS Project Manager	<ul style="list-style-type: none"> Communicates project status, issues, and risks to the CDSS senior managers. Communicates with stakeholders for IHSS policy and program issues that affect the CMIPS project. Communicates with external agencies that interface with CMIPS when required by project staff. Communicates with HHSDC Project Manager as needed to direct project activities and track project status.

System Architect	<ul style="list-style-type: none"> • Advises the Project Manager on technical issues.
Administrative Lead	<ul style="list-style-type: none"> • Communicates with HHSDC budget office, CDSS Project Manager and staff, DGS, DOIT, DOF, and DHS, or if agreed to by DHS, HCFA as needed for fiscal management. • Communicates with HHSDC human resources as needed for resource management.
Procurement/Contract Lead	<ul style="list-style-type: none"> • Communicates with HHSDC, CDSS, DHS, DGS, TIRU, and DOIT for RFP and Contract preparation and approvals. • Communicates with the Project Manager/Assistant Project Manager, CDSS, DGS/PD, and the Prime Contractor to perform contract management and incorporate contract amendments required to keep the contract current. • Communicates with bidders as requested by DGS/PD Representative.
DGS/PD Representative	<ul style="list-style-type: none"> • Communicates with bidders on procurement issues (single point of communication for bidders during pre-award phase) • Communicates with HHSDC, CDSS, DHS, TIRU and DOIT to develop evaluation and selection strategy and contract administration plan. • Communicates with the Project Manager/Assistant Project Manager, Procurement/Contract Lead, and the Prime Contractor to perform contract management and incorporate contract amendments required to keep the contract current.
System Engineering Lead	<ul style="list-style-type: none"> • Communicates with stakeholders as needed to define CMIPS requirements. (County communication will be coordinated through CDSS/IHSS analysts) • Communicates with HHSDC Telecommunications Group as needed to define Wide-Area-Network (WAN) requirements and project plan. • Communicates with external agencies that interface with CMIPS as part of the system interface management. • Communicates with Prime Contractor as needed for Quality Assurance of work products and processes. • Communicates with Prime Contractor, system users, and clients as needed for system testing. • Communicates with stakeholders as needed for system

	<p>change requests and problem reporting.</p> <ul style="list-style-type: none"> Communicates with the CDSS/IHSS Project Manager and analysts to keep them informed about issues, quality assurance, system testing, system change requests, problem reporting, and CMIPS requirements and definition discussed in the system engineer's various communications with other parties.
Implementation Lead	<ul style="list-style-type: none"> Communicates with county offices and Prime Contractor for implementation management to include site preparation, business process reengineering, and training. Communicates with HHSDC Telecommunications Group to coordinate WAN implementation. Coordinates with other welfare programs implementing systems in the counties.
CDSS /IHSS Analysts	<ul style="list-style-type: none"> The CDSS analysts assigned to the CMIPS team will be the primary county liaisons and the focal points for all IHSS policy communications. Communicates with System Engineer Lead as needed in defining counties' system requirements. Communicates with Implementation Lead as needed to coordinate county implementation.
County Representative	<ul style="list-style-type: none"> County representatives communicate directly with the CMIPS Project Office in defining, verifying, validating, and testing business requirements.
Independent Verification and Validations (IV&V)	<ul style="list-style-type: none"> Communicates with CMIPS Project Office as needed to perform IV&V evaluations. Communicates findings to CMIPS Project Management and DOIT.

Table 1. CMIPS Project Office Communication Responsibilities

3.2 Stakeholder Communication Roles and Responsibilities

The primary communications requirement for all stakeholders is to keep the CMIPS Project Manager informed of issues and concerns that could impact the project scope, schedule, or cost. The following identifies the key stakeholders and any additional communications requirements.

3.2.1 Sponsor

California Department of Social Services (CDSS) is the project sponsor and is responsible for the success of the IHSS program. CDSS will approve the CMIPS Project Office plans, RFP, and

subsequent contract. The CMIPS Project Manager and CDSS/IHSS management will communicate at least monthly on project status, issues, and risks. CMIPS Project communication going to control agencies such as DHS, HCFA, DOF, and DOIT will be coordinated with the CDSS Adult Program Branch. CDSS communicates directly with stakeholders on IHSS policy issues and keeps the CMIPS Project Manager informed of issues that may affect the scope of this project. Attachment B provides a contact list of the CDSS staff.

3.2.2 HHSDC Senior Management

The HHSDC senior management will communicate with the CMIPS Project Manager as needed for project monitoring and issue resolution. Attachment A provides a contact list for HHSDC senior management.

3.2.3 Customers

The primary customers of the CMIPS project are IHSS staff located in the County Welfare Departments and the Disability and Adult Programs Division (DAPD) at CDSS. In addition, DHS has a small staff that will use CMIPS for the administration of the Medi-Cal Personal Care Services Waiver Program.

- **County Welfare Departments.** Seven county offices will host site visits where the Project Office can interview staff to define the current IHSS business processes. In addition, those seven county offices will provide members for a Core Team of county representatives that will be further interviewed and participate in focus groups conducted in Sacramento to help define and validate CMIPS business requirements. The core team consists of members from:
 - Fresno
 - Los Angeles
 - Placer
 - San Diego
 - San Joaquin
 - Solano
 - Yuba

In addition, an Extended Team of representatives from other counties will be identified to review the work products created by the CMIPS Project Office and Core County team. Those counties who can participate from their offices and have agreed to review the work flow documentation for the current processes as well as the new requirements include:

- Alameda,
- Humboldt
- Kern
- Orange
- Riverside

- San Francisco
- Stanislaus
- Ventura

Finally, all 58 counties will appoint liaisons to communicate with the CMIPS Project Office to coordinate office visits, surveys, business process re-engineering, site preparation, training, and system installation for their IHSS offices.

Attachment C provides a contact list of county representatives and liaisons.

- **CDSS Adult Programs Branch (APB) Staff.** The **APD** at CDSS is another customer. One Project Manager and two analysts have been assigned full time to this project and as such will routinely communicate with the CMIPS project office. Attachment A has a contact list for the CMIPS Project Office members.
- **DHS Medical Care Services.** DHS Medical Care Services administers the Medi-Cal Program. Under the Medi-Cal program, CMIPS supports DHS In-Home operations for purposes of the Medi-Cal Personal Care Services Waiver Program defined by AB 668. CMIPS also must interface with the California Medicaid Management Information System (CA-MMIS) for purposes of federal reporting and the Medi-Cal Management Information System and Decision Support System (MIS/DSS) for the purposes of Medi-Cal data collection for internal Medi-Cal program management. DHS assigned one liaison to communicate their requirements and issues for the CMIPS II project. Attachment B has the DHS contact information.
- **California Welfare Directors Association (CWDA) CMIPS Advisory Group.** The California Welfare Directors Association (CWDA) represents of county welfare directors and their designees. CWDA meets regularly to discuss program, policy and welfare automation, among other topics. The CWDA is also a lobbying group. County Welfare Directors' support for CMIPS is absolutely vital because it promotes collaboration between the State and counties to successfully accomplish development, conversion, and system implementation. The CMIPS Project Managers will brief the directors at their regular meetings as needed to keep them informed of major project decisions and system design and implementation. In addition, the CMIPS Project Office will provide monthly inputs for the CWDA IT newsletter. Attachment E has a list of contacts for CWDA.

3.2.4 System Clients

IHSS recipients and providers are the CMIPS clients. Recipients are the low income and aged, blind or disabled who are receiving services from Providers paid through CMIPS administered by the CDSS Disability and Adult Services Branch. IHSS recipients are legally the employer of their provider. The State meets the obligations of the recipients as employers through CMIPS by processing wage, benefits and tax payments for the providers. The providers are primary customers of CMIPS because they rely on CMIPS for their wage payments. As needed, the

CMIPS project will have public outreach communications that will be conducted in coordination with the CDSS project sponsor. The CMIPS Project Office will also post project information through the CDSS internet website [SD1] to keep the general public informed of activities that may affect the recipients and providers.

3.2.5 Control Agencies

Control agencies are responsible for approving project budgets and/or work products. The CMIPS Project Office will communicate with control agencies as needed to obtain required approvals for the CMIPS project. The following are the control agencies identified for the CMIPS project.

- **Department of Information Technology (DOIT)** is responsible for all major IT projects in California and will approve the CMIPS II project feasibility study reports, special project reports and post implementation evaluation report.
- **Department of General Services (DGS)** is responsible for conducting the CMIPS II procurement. DGS with the procurement team will develop the RFP. DGS will approve the RFP, evaluation plan, vendor selection report, and Contract.. DGS will provide a representative to work part time with the CMIPS Project Office in preparing the RFP and contract, and will conduct the procurement. The DGS representative will communicate with DGS on behalf of the project to conduct the procurement and resolve procurement issues. After Contract award DGS will participate in Contract Management.
- **Department of Finance (DOF)** is responsible for approving the annual funding for the project and will approve the Budget Change Proposals (BCP's) and the Planning and Implementation Advanced Planning Documents (PAPD and IAPD).
- **California Health and Human Services Agency (CHHSA)** is responsible for California's health and social services programs and will approve the final contract documents.
- **Department of Health Services (DHS)** DHS is the single State agency for California Medicaid program and is responsible for reviewing the CMIPS project budgets, RFP, and contract before they are sent to HCFA for approval.
- **Health Care Financing Administration (HCFA)** is responsible for Title XIX program administration and funding. Following review from the Department of Health Services (DHS), HCFA will approve the project costs and system specifications that are under the preview of HCFA because of Federal funding and the CMIPS interface with the CA-MMIS.

A contact list for the control agencies is in Attachment B.

3.2.6 Interface Agencies

Interface agencies provide services or share data for CMIPS. **California Health & Human Services Agency Data Center (HHSDC)** is responsible the wide-area network for CMIPS II. The HHSDC telecommunications manager will communicate with the CMIPS System Engineer in defining WAN requirements and issues and with the CMIPS Implementation Lead for implementation issues. HHSDC will provide the CMIPS Project Manager routine updates on the wide-area-network project status.

In addition, the CMIPS system shares data with the following agencies. The CDSS/IHSS Project Manager will establish a memorandum of understanding for each agency for CMIPS II. The System Engineering staff will define interface requirements specifications. These agencies must keep the CMIPS System Engineer informed of any changes in interface requirements.

- State Controller's Office (SCO)
- State Treasurer's Office (STO)
- Employment Development Department (EDD)
- Department of Health Services (DHS)
- State Franchise Tax Board (FTB)
- County Welfare Departments (CWD)
- Internal Revenue Service (IRS)
- United States Postal Service (USPS)
- Case Data counties
- Los Angeles County
- Statewide Automated Welfare System (SAWS)
- SSI/SSP Data Exchange (SDX)

Attachment D provides a contact list for the interface agencies.

3.2.7 Advisory and Advocate Groups

The CDSS/IHSS Project Manager is responsible for responding in a timely manner to public and legislative inquiries as related to the IHSS program and policy. The CMIPS Project Manager, in coordination with CDSS/IHSS, is responsible for responding to inquiries about the CMIPS project. Procurement related inquiries are the responsibility of DGS. The following are groups associated with the CMIPS project:

- **California Association of County Supervisors** is responsible for representing the interests of the county boards of supervisors. County boards of supervisors oversee county government operations including operations of county welfare departments.
- **IHSS County Public Authorities (PA's)** have formed in eight counties to represent the interest of the IHHS providers. It is expected that more will form in other counties. The CMIPS Project Office must be kept informed of policies and issues that may affect CMIPS II.

- **IHSS Advisory Councils.** Some counties have IHSS advisory councils composed of IHSS program recipients. Under AB 1689, all counties are required to create advisory councils. In fiscal year 2000/2001, fifty seven (57) of fifty eight (58) counties have indicated they have or will form a council.
- **Service Employees International Union (SEIU)** represents home care workers.
- **The California State Employees Association (CSEA)** represents the interests of civil servants working for the State of California.
- **American Federation of State, County and Municipal Employees (AFSCME)** represents the interest of the public service and health care workers.
- **United Domestic Workers** represents home care workers.

Attachment F provides a contact list for the advisory and advocate groups.

4 CMIPS Formal Internal Communication

Formal internal communication is required to keep the Project Office staff informed of project status, work plans, issues, and risks. The following table shows the formal internal communication for the CMIPS Project Office.

What	Frequency	Responsible party	Purpose	Method of communication*
All Staff Meeting	Weekly	Project Manager or Assistant Project Manager	Discuss project status, risks, issues, work plans, and assignments.	Oral presentation, questions, and answer.
Consultants Monthly Status Reports	Monthly	Admin. Manager Deliverable Monitor and Vendor	Required in the consultant Statement of Work. Report provides the project with the vendor's accomplishments, planned activities for the next month, work in progress, unplanned activities, deliverables provided for the month, status of other deliverables, concerns/issues, and a financial summary.	Hardcopy document and electronic copy.

Table 2. CMIPS Internal Communication

5 CMIPS Formal External Communications

Formal internal communication is required to keep key stakeholders informed of project status, work plans, issues, and risks. The following table shows the formal external communication for the CMIPS Project Office.

Stakeholder	What	Freq	Responsible Party	Purpose	Method*
Project Management					
HHSDC Senior Mgt/HHSA	Chronology of Key Events	Q	CMIPS Project Manager	A quarterly chronology of key project events is sent to HHSDC's Director's Office with a copy to the project sponsor. The Director's Office is responsible for sending the System Integration Division (SID) chronologies to the Health and Human Services Agency.	Electronic copy.
HHSDC/SID Director	HHSDC Joint Executive Staff Meeting	SM	CMIPS Project Manager	HHSDC Directorate and executive managers share progress, issues, and concerns of the Data Center and the Systems Integration Division (SID) projects.	Oral presentations/hardcopy documents.
Sponsor					
CDSS/Adult Programs Branch	Status Meeting	M	CMIPS Project Manager	Report project status to include milestones and costs. Electronic copies of agenda and minutes are sent to participants	Oral presentations
Control Agencies					
DOIT	Status Report	M	CMIPS Project Manager	Report project status to include milestones and costs. SID Director office collects reports for all SID projects and forwards them to DOIT in one package. The Project Manager sends a copy to the project sponsor.	Electronic Copy
System Users					
CWDA	Briefings at CWDA meetings	AN	CMIPS Project Manager	CWDA meets monthly. CMIPS will brief as needed to keep CWDA informed of project status, county support, and issues.	Oral presentations
County IHSS offices	IT newsletter input	M	CMIPS Project Manager	Report project high-level project status. The newsletter includes inputs from other welfare IT systems and is distributed to all county offices.	Electronic Copy
Multiple Groups					

Stakeholder	What	Freq	Responsible Party	Purpose	Method*
DOIT, DOF, DGS, DHS, SCO, CDSS/IHSS, CSAC	Steering Committee	M	CMIPS Project Manager, CDSS IHSS Project Manger as needed.	Discuss project progress and issues. Electronic copies of agenda and minutes are sent to participants	Oral presentations
General Public to include recipients, providers, and advocacy groups	Internet Web Site	AN	CMIPS Project Manager , IT lead, and CDSS/IHSS Project Manger as needed.	Present project explanation, schedule, progress, and contacts.	HTML
CMIPS state and county staff	Intranet Web Site	AN	CMIPS Project Manager , IT lead, and CDSS/IHSS Project Manger as needed.	Present project description, schedule, progress, contacts, deliverables, and policies regarding CMIPS II development and implementation.	HTML
State and county stakeholders	Newsletter	Q	CMIPS Project Manager and CDSS/IHSS Project Manger as needed.	Present progress, schedules, and current issues.	

- Daily = D =once each day
- Bi-weekly = BW = every other week
- Monthly = M = once a month
- Semi-annual = SA = twice a year
- As needed = AN =communication that occurs as needed for a specific purpose

- Weekly = W = once a week
- Semi-monthly = SM = twice a month
- Bi-monthly = BM = every other month
- Annual = A = once a year
- Quarterly = Q = once a quarter

•

6 Other Communication

6.1 News and print media

Project staff are not allowed to communicate with the news and print media unless prior approval or direction has been granted from HHSDC's Director's Office. If a news or print media requests an interview or information, the Project Manager will immediately contact the HHSDC Public Information Officer (PIO) and the CDSS Program Manager, who will contact the CDSS PIO. . The Director's Office will in turn, request direction from Health and Human Services Agency (HHSA). HHSA will direct who will be responsible for responding to the query. Public inquiries

Occasionally, the project may receive requests from the public for information (statistics, reports, program information, etc.). If the project receives any of these requests, direct the requestor to the CMIPS Project Manager, who will refer these individuals to the appropriate agency or department.

6.2 Bidders' Library

Information on the Request for Proposal (RFP) is kept in the Bidders' Library. Questions on the RFP should be referred to the DGS Representative.

Attachment A – Project Office and HHSDC Contact List

Mailing address: 1651 Alhambra Blvd, Sacramento, CA 95816

Project office: 2525 Natomas Park Drive, Suite 100, Sacramento, CA 95833

Main Telephone: (916) 263-4118

Fax : (916) 263-4119

Table 3. CMIPS Project Office

NAME	POSITION	PHONE / EMAIL
Greg Thompson	Project Manager	263-4168 gthomps3@hwdcsaws.cahwnet.gov
Sarah d'Eon	Assistant Project Manager	263-4125 sdeon@hwdcsaws.cahwnet.gov
Alison Garcia	CDSS/IHSS Project Manager, CMIPS Procurement Bureau	263-4114 or 229-4023 Alison.Garcia@dss.ca.gov or agarcia@hwdcsaws.cahwnet.gov
Dee Hayden	Procurement Lead	263-4113 dhayden@hwdcsaws.cahwnet.gov
Maria Holguin	Office Technician	263-2111 mholguin@hwdcsaws.cahwnet.gov
Kent Matsuda	Implementation Lead	263-4122 kmatsuda@hwdcsaws.cahwnet.gov
Josie Powers	IHSS Program Analyst	263-4120 or 229-4019 josie.powers@dss.ca.gov or jpowers@hwdcsaws.cahwnet.gov
Marti Tosta	Administrative Lead	263-2178 mtosta@hwdcsaws.cahwnet.gov
James Shearer	IT Support	263-4175 jshearer@hwdcsaws.cahwnet.gov
Mary Watson	System Engineering Lead	263-2164 mwatson@hwdcsaws.cahwnet.gov
Eric Heckelman	EDP Acquisitions Specialist Major Acquisitions	(916) 322-3852 eric.heckelman@dgs.ca.gov
Todd Eberle	Staff Counsel	(916) 739-7898 todd.eberle@exchange

Table 4. HHSDC Contacts

NAME	POSITION	PHONE / EMAIL
Robert Dell'Agostino	Director	739-7500
Del Luttges	System Integration Division (SID) Director	454-7293 Del.Luttges@hwdc.state.ca.us
Ann Yonce	Special Assist to the Director	739-7525 Ann.Yonce@hwdc.state.ca.us
Linda Adams	Budget	(916) 739-7807 Linda.Adams@hwdc.state.ca.us
Margie Chan	Fiscal	(916) 454-8116 Margie.chan@hwdc.state.ca.us
Diane Williams	Customer Relations	(916) 454-8086 Diane.Williams@hwdc.state.ca.us

Attachment B – Sponsor and Control Agencies Contact List

SPONSOR

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES (CDSS)

Disability and Adult Programs Division

Table 5. CMIPS Project Sponsor Contacts

NAME	POSITION	PHONE / EMAIL
Alan Stelmack	Chief, Adult Programs Branch	(916) 229-4583 (916) 229-3155 (fax) stelmack.Alan@dss.ca.gov
Janet Nicholson	IHSS Manager	(916) 229-4040 nicholson.janet@dss.ca.gov
Donna Mandelstam	Deputy Director, Disability and Adult Programs Division	(916) 657-2265 mandelstam.donna@dss.ca.gov
Dan Louis	Senior Counsel	(916) 654-0843 louis.dan@dss.ca.gov
Anne Bersinger	Chief Deputy Director	(916) 657-2598 Anne.Bersinger@dss.ca.gov
Rita Saenz	Director	(916) 657-2598 Rita.Saenz@dss.ca.gov

CONTROL AGENCIES

Table 6. CMIPS Project Control Agencies

AGENCY	NAME	POSITION	PHONE / EMAIL
Department of Health Services (DHS), Medi-Cal Policy Division	Connie DaMant	Health Program Specialist, DHS Medi-Cal Benefits	(916) 657-0578 cdamant@dhs.ca.gov
Department of General Services (DGS)	Eric Heckelman and Tom Burton	EDP Acquisitions Specialist Major Acquisitions	(916) 322-3852 (916) 323-7503 eric.heckelman@dgs.ca.gov and tom.burton@dgs.ca.gov
Health Care Financing Administration (HCFA)	TBD		
Department of Finance (DOF), TIRU	TBD		
Department of Information Technology (DOIT)	Nancy Luke	Analyst	(916) 445-6190 nluke@doit.ca.gov
California Health and Human Services Agency (CHHSA)	TBD		

Attachment C –County Representatives and Liaison Contact List

There are three types of county representatives:

1. The Consultant Team consists of volunteers from seven counties that host visits to their counties and participate in focus groups and interviews to define current business processes and business requirements for CMIPS II. Each county provided expertise for case management, payroll, and IHSS administration.
2. The Extended Team consists of volunteers that review the work products of the Project Office and Consultant Team.
3. The County Contacts are one member from each county welfare office that can answer survey questions to assess the current county staffing, facilities, and equipment associated IHSS.

Table 7. CMIPS County Consultant Team

ORG/COUNTY NAME	NAME	CONTACT TYPE	PHONE
Fresno County	Alan Organ	Case Management	(559) 453-6412
	Andy Baxter	IHSS Administrator	(559) 453-8510
	Craig Watters	Case Management	(559) 453-4501
	Grace Gomes	IHSS Administrator	(559) 262-4889
Los Angeles County	Lanora Pook	Case Management	(562) 908-8301
	Joyce Mayweather	IHSS Administrator	(213) 744-4919
Placer County	Laraine Hendrix	Payroll	(530) 886-2930
	Richard Marmer	IHSS Administrator	(530) 886-2913
San Diego County	Cesar Rivas	Payroll	(619) 422-8960
	Ben Sevilla	IHSS Administrator	(619) 476-6300
	Andrea Tostado	Case Management	(760) 476-6274
	Ernesto Galindo	Payroll	(619) 476-6208
San Joaquin County	Lennie Nellman	Case Management	(209) 468-3812
	Lish Baylor	IHSS Administrator	(209) 468-3799
	Elisangela Vigil	Case Management	(209) 468-3812
	Lennie Nellman	Payroll	(209) 468-1838
Solano County	Linda Watts	IHSS Administrator	(707) 421-7294
	Jeanne Newton		(707) 421-7533
	Anne Baxter		(707) 421-7529
Yuba County	Elberta Filer	Case Management	
	Jammie Correa	Payroll	(530) 749-6471
	Dennis Ellidge	Payroll	(530) 749-6345
	Shirley Baker	IHSS Administrator	(530) 749-6371

Table 8. County Extended Team

ORG/COUNTY NAME	NAME	CONTACT TYPE	PRIMARY PHONE
Alameda County	Mildred Karstens	Case Management	TBD
Humboldt County	Linda Walker	Primary Contact	(707) 268-3411
Kern County	Robin Garden	IHSS Administrator	(661) 868-1095
Orange County	Ingrid Harita	IHSS Administrator	(714) 566-3108
Riverside County	Ms. Karan Spencer	IHSS Administrator	(909) 358-3052
San Francisco County	Joan Boomer	IHSS Administrator	(415) 557-5253
Stanislaus County	Paul Birmingham	Primary Contact	(209) 558-2752
	Jan Holden	Case Management	(209) 558-2303
	Les Cervantez	Payroll	TBD
Ventura County	Shirley Alloway	IHSS Administrator	(805) 652-7674

Table 9. County IHSS Office Liaisons

ORG/COUNTY NAME	NAME	CONTACT TYPE	PRIMARY PHONE
TBD	TBD	TBD	TBD

Attachment D –Interface Agency Contact List

Health and Human Services Data Center (HHSDC)

Office Address: 8745 Folsom Boulevard, Suite 100, Sacramento CA 95826
Mailing Address: 1651 Alhambra Boulevard, Sacramento CA 95816
Main Telephone: (916) 229-4400

Statewide Automated Welfare System (SAWS)
Linda Lawson, Manager, SAWS Administration (916) 229-4450

State Agencies

California Board of Control (BOC)
Government Claims Division
Office Address: 630 K Street, Sacramento CA 95814-3301
Mailing Address: P.O. Box 3035, Sacramento CA 95812-3035
General Information: (916) 323-3564

California Department of Social Services (CDSS)
Disability and Adult Programs Division
Adult Programs Branch
Janet Nicholson (916) 229-4040
Address: 744 P Street, Sacramento CA 95814

Department of General Services (DGS)
Office of Risk and Insurance Management
Rhonda Myers (916) 323-8183
Address: 1325 J Street, Suite 1800, Sacramento CA 95814

Department of Health Services (DHS)
Office Address: 714/744 P Street, Sacramento CA 95814
Mailing Address: P.O. Box 942732, Sacramento CA 94234-7320
General Information: (916) 445-4171

California Medi-Cal Management Information System (CAMMIS)

Statewide Client Index (SCI)
Marty Bornstein (916) 657-0798

Medi-Cal Eligibility Data System (MEDS)
Page Ingram-Doyle (916) 654-0285

Supplemental Security Income/State Supplementary Payment (SSI/SSP) Data Exchange (SDX)

Employment Development Department (EDD)

Sam Inouye (916) 654-9237
Office Address: 800 Capitol Mall, Sacramento CA 95814
Mailing Address: P.O. Box 826880, Sacramento CA 94280-0001

Franchise Tax Board (FTB)

Ed Matulis (916) 845-3858
Address: 9645 Butterfield Way, Sacramento CA 95827

State Controller's Office (SCO)

Division of Administration and Disbursements
Disbursements Bureau

Mike Shuper (916) 323-2831
Dorothy Cottrill (916) 445-2568
Office Address: 3301 C Street, Suite 700, Sacramento CA 95814
Mailing Address: P.O. Box 942850, Sacramento CA 94250

State Treasurer's Office (STO)

Cash Management Division

Item Processing System

Steve Matranga (916) 653-0068
Address: 915 Capitol Mall, Room 107, Sacramento CA 95814

Federal Agencies

Internal Revenue Service (IRS)

Tim Schlink (916) 974-5156
Address: 7330 Watt Avenue, North Highlands CA 95660

Social Security Administration

Louise Vanderzan (916) 381-9414

United States Postal Service (USPS)

Address Management Office (AMO)

Coding Accuracy Support System (CASS) software

Private Companies

Financial Institutions, Electronic Funds Transfer (EFT)

Bank of America

Attachment E – County Welfare Directors Contact List

Mike Noda, Chair
 CWDA Adult Services Committee
 Yuba County
 Department of Social Services
 P.O. Box Drawer 2320
 Marysville, California 95902

Phone: (530) 749-6271
 Fax: (530) 741-6575

Meg Sheldon
 CWDA Information Technology Associate

Phone: 443-1749
 Fax: 443-3202

Table 10. County Welfare Directors Contacts

COUNTY	DIRECTOR	PHONE/FAX NUMBER	ADDRESS
Alameda	Dr. Rodger Lum	(510) 271-9100 268-7366	401 Broadway, Room 500 Oakland 94607
Alpine	Katherine Kerr	(530) 694-2235 694-2252	75 Diamond Valley Rd P.O. Box 277 Markleeville 96120
Amador	Tracy Russell	(209) 223-6550 267-1504	108 Court St./1003 Broadway Jackson 95642-2651
Butte	Patricia Cragar	(530) 538-7572 534-5745	42 County Center Dr. P.O. Box 1649 Oroville 95965
Calaveras	Terri Beaudreau	(209) 754-6576 754-6724	Government Center San Andreas 95249
Colusa	Bonnie Marshall	(530) 458-0250 458-0492	251 E. Webster St. P.O. Box 370 Colusa 95932
Contra Costa	John Cullen	(925) 313-1579 313-1575	40 Douglas Drive Martinez 94553
Del Norte	Stephen Brohmer	(707) 464-3191 464-1961	880 Northcrest Street Crescent City 95531
El Dorado	Glenn Helland	(530) 642-7275 626-9060	3057 Briw Road Placerville 95667
Fresno	David Dent, Human Services System	(559) 453-6405 453-6159	2600 Ventura Street Fresno 93750-0001
Fresno	Don Pierce, Employment & Temporary Assistance	(559) 453-6407 453-3782	4455 E. Kings Canyon Road, Fresno 93750-0001
Fresno	Sal Montana, CWS	(559) 445-3544	
Glenn	Kim Gaghagen	(530) 934-6514	420 East Laurel

06/19/01 11:08 AM

21 of 28

ATTACHMENT E – COUNTY WELFARE DIRECTORS CONTACT LIST

COUNTY	DIRECTOR	PHONE/FAX NUMBER	ADDRESS
		934-6521	P.O. Box 611 Willows 95988
Humboldt	Phillip R. Crandall	(707) 445-6020 441-2096	929 Koster Street Eureka 95501
Imperial	James Semmes	(760) 337-6885 370-0492	2995 S. Fourth St., #105 El Centro 92243
Inyo	Susan Holgate	(760) 878-0247 878-0266	Drawer A Independence 93526
Kern	Kathleen M. Irvine	(661) 631-6550 631-6631	100 E. California Ave. P.O. Box 511 Bakersfield 93302
Kings	William Gundacker	(559) 582-3241 584-2749 Ext. 2202	1200 South Drive Hanford 93230
Lake	Carol Huchingson	(800) 628-5288 (707) 995-4260 995-4294	15975 Anderson Ranch Parkway P. O. Box 9000 Lower Lake 95457
Lassen	Thomas Keefer	(530)251-8152 251-8370	720 Richmond Rd. P.O. Box 1359 Susanville 96130
Los Angeles	Anita Bock Dept. of Children and Family Services	(213) 351-5600 252-8437	425 Shatto Place Los Angeles 90020
Los Angeles	Lynn Bayer Dept. of Public Social Services	(562) 908-8383 908-0459	12860 Crossroads Parkway South City of Industry 91746
Madera	Hubert Walsh	(559) 675-7841 675-7603	629 E. Yosemite Avenue Madera 93638
Marin	Nancy Rubin	(415) 499-3696 499-3791	20 N. San Pedro Rd., Ste. 2028 San Rafael 94903
Mariposa	Nancy Bell, Acting	(209) 966-3609 966-5943	5186 Highway 49 North P.O. Box 7 Mariposa 95338
Mendocino	Alison Glassey	(707) 463-7700 463-7804	747 So. State Street P.O. Box 1060 Ukiah 95482
Merced	Grover Omyer	(209) 385-3000 383-6925 Ext. 5300	2115 W. Wardrobe Ave P.O. Box 112 Merced 95341
Modoc	Pauline Cravens, Acting	(530) 233-6501 233-2136	120 North Main Street Alturas 96101
Mono	Marilyn Berg	(760) 932-5275 932-5287	P.O. Box 576 Bridgeport 93517
Monterey	Helen Shaw, Acting	(831) 755-4434	1000 So. Main St., Ste. 208

ATTACHMENT E – COUNTY WELFARE DIRECTORS CONTACT LIST

COUNTY	DIRECTOR	PHONE/FAX NUMBER	ADDRESS
		755-8467	Salinas 93901
Napa	Terry Longoria	(707) 253-4279 253-6172	2261 Elm St. Napa 94559-3721
Nevada	Phyllis Murdock, Agency Director	(530) 265-11659 265-7062	950 Maidu Ave. P.O. Box 1210 Nevada City 95959
	Phil Reinheimer, Adult & Family Svc. Director	(530) 265-1640 265-7062	Same as above
Orange	Larry Leaman	(714) 541-7707 541-7811	888 North Main Street, Bldg. 160 Santa Ana 92701-3518
Placer	Raymond Merz	(530) 889-7120 889-7128	11519 B Avenue Auburn 95603
Plumas	Elliott Smart	(530) 283-6463 283-6368	270 County Hospital Rd. P.O. Box 36 Quincy 95971
Riverside	Dennis Boyle	(909) 358-3005 358-3036	4060 County Circle Drive Riverside 92503
Sacramento	Jim Hunt, Dept. of Health & Human Services	(916) 874-1715 875-5553	3701 Branch Center Road, Room 213 Sacramento 95827-3822
Sacramento	Cheryl Davis, Dept. of Human Assistance	(916) 875-3611 875-3591	2433 Marconi Avenue Sacramento 95821-4807
Sacramento	Penni Clarke, Public Protection and Human Assistance Agency	(916) 874-5886 874-5885	700 H Street, #7650 Sacramento 95814-1280
San Benito	Marilyn Coppola	(831) 636-4180 637-9754	1111 San Felipe Rd., #206 Hollister 95023
San Bernardino	John Michaelson	(909) 387-4764 387-3081	385 North Arrowhead Ave 5th Floor San Bernardino 92415-0128
San Diego	Steven A.Escoboza, Health & Human Interim Agency, Services Agency Director	(619) 515-6555 515-6556	1700 Pacific Hwy, Rm. 207 San Diego 92101-2472
San Francisco	Will Lightbourne	(415) 557-6544 431-9270	P.O. Box 7988 San Francisco 94120
San Joaquin	John Vera	(209) 468-1650 468-1985	102 S. San Joaquin Street/ P. O. Box 201056 Stockton 95201-3006
San Luis Obispo	Debbie Jeter, Interim	(805) 781-1834 781-1846	3433 S. Higuera/ P.O. Box 8119 San Luis Obispo 93403-8119

ATTACHMENT E – COUNTY WELFARE DIRECTORS CONTACT LIST

COUNTY	DIRECTOR	PHONE/FAX NUMBER	ADDRESS
San Mateo	Maureen Borland	(650) 595-7509 595-7516	400 Harbor Boulevard Belmont 94002
Santa Barbara	Charlene Chase	(805) 681-4452 681-4403	234 Camino Del Remedio Santa Barbara 93110
Santa Clara	Cliff O'Connor, Interim Director	(408) 441-5666 441-7237	1725 Technology Drive San Jose 95110-1360
Santa Cruz	Cecilia Espinola	(831) 454-4045 454-4642	1000 Emeline Street Santa Cruz 95060
Shasta	Dennis McFall	(530) 225-5704 225-5361	375 Lake Blvd P.O. Box 496005 Redding 96049-6005
Sierra	Klaus Ludwig	(530) 993-6720 993-6741	P.O. Box 1019 Loyalton 96118
Siskiyou	Sherry Huss	(530) 841-2761 841-2790	311 Fourth Street, Room 4 Yreka 96097
Solano	Donald Rowe	(707) 421-6643 421-3207	P.O. Box 12000 Vallejo 94590-9000
*Sonoma	Dianne Edwards	(707) 565- 5802/565-5890	1421 Guerneville Rd./P.O. Box 1529 Santa Rosa 95402
Stanislaus	Jeff Jue	(209) 558-2505 558-2558	251 East Hackett Rd. P.O. Box 42 Modesto 95353-0042
Sutter	Edward Fischer	(530) 822-7238 822-7255	P.O. Box 1535 Yuba City 95992
*Tehama	Del Skillman	(530) 528-4078 527-5410	22840 Antelope Blvd. P.O. Box 1515 Red Bluff 96080
Trinity	Linda Wright	(530) 623-1276 623-1250	1 Industrial Park Way/P.O. Box 1470 Weaverville 96093-1470
Tulare	John Davis, Human Services Branch	(559) 737-4682 737-4694	5957 So. Mooney Blvd. Visalia 93277
Tulare	Ronald Probasco, Health & Human Services Agency	(559) 737-4686 737-4692	5957 So. Mooney Blvd. Visalia 93277
Tuolumne	Kent Skellenger	(209) 33-5716 533-5714	20075 Cedar Road North Sonora 95370
Ventura	Barbara Fitzgerald	(805) 652-7602 652-7571	505 Poli Street Ventura 93001
Yolo	Dana Johnson , Interim Director	(530) 661-2763 661-2847	120 W. Main Street Woodland 95695
Yuba	Mike Noda	(530) 749-6272	6000 Lindhurst Ave., #504

ATTACHMENT E – COUNTY WELFARE DIRECTORS CONTACT LIST

COUNTY	DIRECTOR	PHONE/FAX NUMBER	ADDRESS
		749-6281	Marysville 95901

Attachment F – Other Advisory and Advocate Contact List

AGENCY	CONTACT
California Association of County Supervisors	TBD
IHSS County Public Authorities (PA's)	TBD
IHSS Advisory Councils	TBD
Service Employees International Union (SEIU)	Website: www.seiu.org
The California State Employees Association (CSEA)	Website: www.calcsea.org
American Federation of State, County and Municipal Employees (AFSCME)	Website: www.afscme.org

Page: 7

[SD1]EBT has pages on the CDSS website: <http://www.ebtproject.ca.gov/default.htm> We could have similar format.